



A Consumer Guide
TO
RESIDENTIAL
COMMUNITY CARE
FACILITIES
and
ADULT DAY PROGRAMS



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CDSS
CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

Introduction

This booklet will help you choose a community care facility for yourself or someone else who needs care and supervision. The key to selecting a good facility is knowing what kind of care you or your loved one needs and what kind of care and resources are available in your community. This booklet provides the information you need to make an informed choice.

General Community Care Questions

What Is A Community Care Facility?

A community care facility is any building or place where nonmedical care and supervision are provided to residents. Care is provided to individuals who are in need of personal services, protection, supervision, assistance, guidance or training necessary for sustaining the activities of daily living or for the protection of the person in care.

Nonmedical care and supervision may include personal services such as help in bathing and grooming, protection such as observation of a confused resident, assistance with making and keeping dental and medical appointments, guidance in selecting clothes and dressing, aid in taking self-administered medications, and help with other daily living activities.

Medical care usually involves supervision and services from a trained health care professional such as a nurse or physician. You need to consider what kind of care and services you or your loved one will need. If health or convalescent care are required, you will probably need to select a medical facility. If you need information on medical facilities, you can contact the Department of Health Services at (916) 445-4171.

If community care seems appropriate for you or your loved one, you need to choose a facility that provides the kind of care and supervision required. There are a number of options you need to consider.

What Kinds Of Community Care Facilities Are Available?

- ◆ **Residential Care Facility for the Elderly** — provides 24-hour care for adults 60 years of age and older.
- ◆ **Adult Residential Facility** — provides 24-hour care for adults who are 18-59 years old.
- ◆ **Adult Day Care Facility or Adult Day Support Center** — provides care for adults on less than a 24-hour per day basis.
- ◆ **Group Home** — provides 24-hour care for children under 18 years of age.
- ◆ **Small Family Home** — provides care for six or fewer children under 18 years of age who are mentally disordered, developmentally disabled, or physically handicapped and who require special care and supervision as a result of such disabilities.
- ◆ **Social Rehabilitation Facility** — provides 24-hour-a-day nonmedical care and supervision in a group setting to adults recovering from mental illness who temporarily need assistance, guidance or counseling.

Now that you know the kinds of community care facilities available, you can select the type of facility which offers the services you require. Whatever you choose, be aware that all facility types are required by law to be licensed.

What Is A Facility License And Why Is It Important?

People who need care and supervision are often defenseless against abuse or exploitation. In an effort to protect such people, the law requires that careproviders be licensed. When you are selecting a community care facility, it is important to check for the license and be assured of the protection provided by law.

A license is a basic permit to operate a community care facility. The State Department of Social Services, Community Care Licensing Division, is the agency responsible for licensing community care facilities in California.

Licenses are issued to facilities which apply for licensure and meet the terms and conditions contained in the law found in the Health and Safety Code. In addition, each licensed facility must maintain certain standards to remain licensed. Each of the licensed facility types listed on page 2 are inspected by a Community Care Licensing Division Licensing Program Analyst (LPA) at least once per year and as often as necessary to ensure that the health, safety and personal rights of the clients are protected. If a facility fails to maintain the legally required standards, the licensing agency has the authority to terminate the license.

A copy of a facility license is shown on page 4.

FACILITY LICENSE



State of California
Department of Social Services

Facility Number:

Effective Date:

Total Capacity:

In accordance with applicable provisions of the Health and Safety Code of California, and its rules and regulations, the Department of Social Services, hereby issues

this License to

to operate and maintain a

Name of Facility

This License is not transferable and is granted solely upon the following:

Client Groups Served:

Complaints regarding services provided in this facility should be directed to:

Deputy Director
Community Care Licensing Division

Authorized Representative
of Licensing Agency

Issue Date

POST IN A PROMINENT PLACE

Choosing A Community Care Facility

By now you probably have an idea of what kind of licensed community care facility will most likely satisfy your particular needs or the needs of your loved one. Your next step is to locate several facilities in the area where you or your loved one may want to live.

How Can I Locate Facilities In My Area?

The licensing district offices have directories which list licensed facilities in their geographic area. You may visit your local district office and copy the names and addresses of licensed facilities you wish to visit. You may also purchase copies of directories from the district offices. (See Appendix A for district office locations.)

The Long Term Care Ombudsman Program in your local area can give you information about Residential Care Facilities for the Elderly. Other general sources of information are your local library and Chamber of Commerce. You can find listings for both in your telephone directory.

A more detailed listing of places to contact for information on how to find a facility is included in Appendix B (Resources for Information) of this booklet.

Once you have the names of several facilities that may be suitable for your particular needs, you are ready for one of the most important steps in the selection process — the facility visit.

What Should I Look For When I Visit A Facility?

It is very important for you to use your own judgment about the facility you visit. We have provided a checklist in Appendix C (Checklist for Facility Visits) to assist you during your facility tour. While we hope this is a helpful guideline, the ultimate decision in selecting a facility is yours.

Since you will have many things to do during your visit, we suggest you organize your thoughts in advance. The major things you will need to do during your visit are:

- (1) Look closely at the building and grounds;
- (2) Talk to some of the clients in the facility;
- (3) Talk to the facility administrator who is in charge of daily operations;
- (4) Talk to some facility staff members;
- (5) Ask to see a copy of the Admission Agreement; and
- (6) Ask to see the facility license.

It is a good idea to carry the checklist during your visit so you can make notes while looking around and talking to different people. Keep in mind that the facility may become your home or the home of your loved one. Take all the time you need to decide if this is a place where you or your loved one would want to live.

You may also want to contact your local Community Care Licensing District Office (See Appendix A) to request a copy of the General Licensing Regulations and the regulations which apply to the facility type you will be visiting (Adult Day Care, Residential Care Facilities for the Elderly, etc.) Read these in advance so you will have a working knowledge about what services facilities must provide.

If you notice any problems during your visits to facilities or suspect that a facility is operating without a license, this information should be reported to the district office as a complaint. Your complaint is confidential information and, if you choose, you may remain anonymous.

The Role of the Licensing Agency

The district offices of the Community Care Licensing Division monitor the health and safety conditions in licensed community care facilities.

What The District Office Does

- Approve or deny applications.
- Enforce licensing laws and regulations.
- Provide copies of licensing regulations.
- Maintain public files on licensed facilities.
- Investigate complaints.
- Revoke licenses when necessary.

You may call or write your local district office
(See Appendix A) to:

- (1) Obtain copies of licensing regulations.
- (2) Review public files on licensed facilities.
- (3) File a complaint against a facility.
- (4) Ask questions that you may have.

APPENDIX A
COMMUNITY CARE LICENSING
DISTRICT OFFICES
NORTHERN CALIFORNIA

**SAN FRANCISCO
BAY AREA DISTRICT OFFICE**

851 Traeger Ave., Suite 360
San Bruno, CA 94066
(650) 266-8800

Counties:

Alameda
Contra Costa
San Francisco
San Mateo

**SACRAMENTO
DISTRICT OFFICE**

2400 Glendale Lane, Ste. C
Sacramento, CA 95825
(916) 574-2346

Counties:

Amador	Sacramento
Calaveras	San Joaquin
El Dorado	Stanislaus
Nevada	Tuolumne
Placer	Yolo

SAN JOSE DISTRICT OFFICE

111 No. Market St., Suite 350
San Jose, CA 95113
(408) 277-1289

Counties:

Monterey
San Benito
Santa Clara
Santa Cruz

CHICO DISTRICT OFFICE

520 Cohasset Road, Ste. 6
Chico, CA 95926
(530) 895-5033

Counties:

Butte	Shasta
Colusa	Sierra
Del Norte	Siskiyou
Glenn	Sutter
Humboldt	Tehama
Lassen	Trinity
Modoc	Yuba
Plumas	

FRESNO DISTRICT OFFICE

770 E. Shaw, Ste. 330
Fresno, CA 93710
(559) 445-5691

Counties:

Alpine	Madera
Fresno	Mariposa
Inyo	Merced
Kern	Mono
Kings	Tulare

**REDWOOD EMPIRE
DISTRICT OFFICE**

101 Golf Course Dr., Suite A-230
Rohnert Park, CA 94928
(707) 588-5026

Counties:

Lake	Napa
Marin	Solano
Mendocino	Sonoma

APPENDIX A
COMMUNITY CARE LICENSING
DISTRICT OFFICES
SOUTHERN CALIFORNIA

**CENTRAL COAST AREA
DISTRICT OFFICE**

360 S. Hope Avenue, Ste. C-105
Santa Barbara, CA 93105
(805) 682-7647

Counties:

San Luis Obispo
Santa Barbara
Ventura

**INLAND EMPIRE
DISTRICT OFFICE**

3737 Main St., Suite 600
Riverside, CA 92501
(909) 782-4207

Counties:

Riverside
San Bernardino

SAN DIEGO DISTRICT OFFICE

7575 Metropolitan Drive, Ste 109
San Diego, CA 92108
(619) 767-2300

Counties:

Imperial
San Diego

**ORANGE COUNTY
RESIDENTIAL
DISTRICT OFFICE**

770 The City Drive, Suite 7100
Orange, CA 92668
(714) 703-2840

County:

Orange

L. A. RESIDENTIAL EAST

1000 Corporate Center Drive,
Suite 200 A
Monterey Park, CA 91754
(323) 981-3300

County:

Los Angeles

**L.A. RESIDENTIAL
NORTHERN VALLEYS**

21731 Ventura Blvd. Suite 250
Woodland Hills, CA 91364
(818) 596-4334

County:

Los Angeles

L.A. RESIDENTIAL WEST

6167 Bristol Parkway #210
Culver City, CA 90230
(310) 568-1807

County:

Los Angeles

APPENDIX B

RESOURCES FOR INFORMATION

The following list includes some general terms which will assist you in gathering community care information. Use the list to help you find numbers in your phone directory and research materials at your library.

Also, we have included a list of state agencies which may be able to assist you. These agencies may be able to refer you to organizations in your local area.

GENERAL TERMS

- Adult Day Care Facilities
- Adult Day Support Centers
- Aging — Services and Facilities
- Alcoholism Information and Treatment Centers
- Alzheimer's Disease
- Area Agency on Aging
- Assisted Living Facilities
- Board and Care Facilities
- California — State of
- Community Centers
- County Government Offices
- Crisis Intervention Service
- Drug Abuse and Addiction — Information and Treatment Centers
- Guest Homes
- Handicapped Persons
- Homefinders Associations
- Homes and Institutions
- Homes — Retirement
- Human Services Organizations
- Information Bureaus
- Mental Health Services
- Mental Retardation and Developmentally Disabled Services
- Mental Retardation Information Centers
- Ombudsmen
- Regional Centers
- Rehabilitation Services
- Religious Organizations
- Residential Care Facilities
- Rest Homes
- Retirement and Life Care Communities and Homes
- Retirement Planning Consultants
- Senior Centers
- Sheltered Care Homes
- Social Service Organizations
- State Government Offices

STATE AGENCIES

These agencies are statewide headquarters offices. The information operator will be able to give you general facts about the services each agency offers and will be able to refer you to local offices in your area, if available.

Aging, Department of

1600 K Street
Sacramento, CA 95814
(916) 322-3887

Administers programs which offer a variety of services to elderly adults and functionally impaired adults 18 years of age or older. Long Term Care Ombudsman offices are located statewide. The toll free telephone number is 1-800-231-4024.

Alcohol and Drug Programs, Department of

1700 K Street
Sacramento, CA 95814
(916) 445-0834

Administers statewide alcohol and drug rehabilitation programs. Direct service programs are available in all 58 counties.

Developmental Services, Department of

1600 9th Street
Sacramento, CA 95814
(916) 654-1690

Administers statewide programs which provide services to developmentally disabled children and adults. (Developmental disability refers to mental retardation, cerebral palsy, epilepsy, autism, or other neurological disorders.) Twenty-one regional centers are located throughout the state.

STATE AGENCIES - Continued

Mental Health, Department of

1600 9th Street
Sacramento, CA 95814
(916) 654-3565

Provides services to mentally disordered children and adults. Local programs are available in all 58 counties.

Rehabilitation, Department of

2000 Evergreen Street
Sacramento, CA 95815
(916) 263-7365

Administers programs which provide medical and/or vocational rehabilitation services to people with physical and/or mental disabilities. Field offices are located statewide.

Social Services, Department of

744 P Street
Sacramento, CA 95814
(916) 657-3661

Administers a variety of social welfare and service programs. It is not necessary to call the general information number regarding community care facilities. Call local agencies listed in your phonebook, or contact the Community Care Licensing District Office nearest you.

APPENDIX C

CHECKLIST FOR FACILITY VISITS

		Facility 1		Facility 2		Facility 3	
		Yes	No	Yes	No	Yes	No
Building and Grounds	Are the facility grounds well kept?						
	Is the inside of the building attractive and fresh smelling?						
	Does the temperature inside the building seem comfortable for the facility clients?						
Food Services	Is the kitchen clean and efficient looking?						
	Is the dining area clean and attractive?						
	Are sample menus available for your review?						
	Do the menus seem nutritious and well balanced?						
	Are healthy snack foods available?						
	Is there a dietician on duty?						
	Does the dietician or another staff person prepare meals for clients who require special diets?						
	Do clients seem to enjoy the facility food?						

CHECKLIST FOR FACILITY VISITS

Living Quarters

	Facility 1		Facility 2		Facility 3	
	Yes	No	Yes	No	Yes	No
Are bedrooms neat and attractive?						
Is there adequate closet and storage space?						
Are the bathrooms clean and well maintained?						
Are there enough bathrooms to serve the number of clients in the facility?						
Do the clients have adequate supplies of basic toiletry items such as soap, toothpaste, toothbrushes and shampoo?						
Is there adequate privacy for clients?						
Does the facility provide adequate laundry and housekeeping services?						

CHECKLIST FOR FACILITY VISITS

		Facility 1		Facility 2		Facility 3	
		Yes	No	Yes	No	Yes	No
Recreation Areas	Is there an activity room for clients?						
	Is there an attractive area where clients can visit with friends or family?						
	Is there a telephone available where clients can make personal calls?						
Visit Some Residents	Are clients occupied with constructive activities?						
	Do clients look comfortable and well cared for?						
	Are clients willing to answer your questions about the facility?						
	Do the clients you talk to seem to enjoy living at the facility?						

CHECKLIST FOR FACILITY VISITS

		Facility 1		Facility 2		Facility 3	
		Yes	No	Yes	No	Yes	No
Talk to Staff Members	Are staff members willing to answer your questions about the facility?						
	Do staff members seem to enjoy working with the clients?						
	Do staff members have enough time to care for all the clients for whom they are responsible?						
Meet with the Administrator	Is the administrator (the person in charge of daily operations) willing to answer your questions about the facility?						
	Is the administrator open and helpful in discussing the facility with you?						
	Is the facility license available for your review? (SEE Page 4)						
	Is the administrator willing to review an admission agreement in detail with you?						
	Do you think the facility's admission agreement meets your needs or the needs of your loved one?						

CHECKLIST FOR FACILITY VISITS

		Facility 1		Facility 2		Facility 3	
		Yes	No	Yes	No	Yes	No
Children	If you are touring a children's residential facility, are there appropriate schools located near the facility?						
	Is transportation to and from schools arranged for the children?						
	Are provisions made for children with special educational needs?						
Medical and Safety Considerations	Do staff members assist clients with making and keeping medical and dental appointments?						
	Do staff members provide clients with transportation to and from medical and dental appointments?						
	Is there a staff person on duty who is trained in first aid?						
	Is there a staff person who is responsible for the safe storage and distribution of medications for clients?						
	Does the facility have a plan for medical emergencies?						
	Does the facility have a plan to deal with emergencies such as a building fire or earthquakes?						
	Are hazardous substances such as cleaning chemicals safely stored?						

CHECKLIST FOR FACILITY VISITS

		Facility 1		Facility 2		Facility 3	
		Yes	No	Yes	No	Yes	No
Financial	Is the cost of residing at or attending the facility and the payment schedule clearly specified in the admission agreement?						
	Does the administrator (or another facility staff person) handle money for the clients?						
	If the facility handles money for the clients, does its system appear to ensure the safety of the clients' funds?						
	Has the facility made provisions for safeguarding clients personal property and valuables?						
OTHER QUESTIONS		Facility 1		Facility 2		Facility 3	
		Yes	No	Yes	No	Yes	No



STATE OF CALIFORNIA

Gray Davis, Governor

**HEALTH AND HUMAN
SERVICES AGENCY**

Grantland Johnson, Secretary

**DEPARTMENT OF
SOCIAL SERVICES**

Rita Saenz, Director

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